

## Performance Contract

The DCMC Performance Contract is comprised of 7 major categories:

1. PLAS Process/Program and Metrics References
2. Objectives/Performance Goals/Investment Goals and Command Performance Targets
3. Baseline FTEs, Unit Counts, and Performance
4. FY 99 “Funded”
5. FY 99 “Unfunded”
6. Total FTEs Requested
7. Negotiations/Approvals

PLAS Process/Program and Metrics References: The DCMC Performance Contract encompasses all of the activity engaged in by the Command during the fiscal year. All PLAS process codes associated with the separate objectives have been accounted for in the Performance Contract “back up” sheet. The process codes are then linked to the Performance Contract “Summary.” The formulas in the contract worksheets are built to capture the PLAS codes/hours/FTEs in only one performance goal to ease accounting for organizational element (HQ/District/CAO) resources. To facilitate this organization of the Performance Contract, the following actions/arrangements have been made:

- ✓ Performance goals related to similar processes are “grouped,” e.g., all goals related to SPI, are grouped under Objective 2.2.
- ✓ Process codes will be aligned with specific performance goals:
  - ✓ Process codes aligned with more than one performance goal within the same objective are noted with parenthesis to indicate that the FTEs are only captured in the first performance goal with that particular process code.
  - ✓ If a process code is aligned under more than one objective it will appear in parenthesis if it is aligned under another objective.
  - ✓ Process codes not aligned with a specific performance goal are aligned with a specific performance objective, and listed in a separate category below the performance goals for that objective.

The Metrics Guidebook numbers that apply to the performance goals in the Performance Plan are referenced on the Performance Contract worksheet. For the investment goals and those performance goals that do not presently have a metrics reference number, refer to the Performance Plan for further information.

Objectives/Performance Goals/Investment Goals and Command Performance Targets: Titles and specific Command level performance targets. The goals and objectives taken from the Command Performance Plan are the basis for the development of District and CAO performance plans and contracts.

Baseline FTEs, Unit Counts, and Performance: The columns relating to A/O 6/30/98 are intended to assist you in defining the basis for projections of how many FTEs you will expend and performance you will achieve at the end of FY 98. You would need to evaluate your current performance levels and the number of unit counts (to justify additional FTEs and/or as required to project performance levels) in order to better determine where you will be at the end of the year. For example, if you know that you have an *average termination docket age of 500 days (the target is 450 days), an average of 100 dockets, and you are expending 5 FTEs* - but you are filling a vacancy to perform the workload; your projected baseline (30 Sep status) might reasonably be *400 days, 100 dockets and 5.5 FTEs*. If workload is declining, your average age might improve to *400 days, but with only 75 dockets you may not require the additional position*. While having the June 30th data doesn't give you all the information you would need to accurately predict the 30 September position, it does give management, along with planning and budgeting personnel, a benchmark to determine the reasonableness of the predicted 30 September position.

FY 99 "Funded": The sum of this column must equal the FTE allocation you have been assigned by the RUC. Since DCMC HQ has not retained an FTE reserve, the basic assumption is that you will be able to achieve the Command goals within your allocation by aligning resources to priority areas. In completing the FTE and performance columns you should prioritize the goals based upon your knowledge of the programs and your individual progress against the goals. In the example above, the new contract specialist would bring your performance to a level that exceeds the Command goal. This may be an area where FTEs may be redirected to help achieve the SPI goals to improve over your FY 98 performance baselines. Based upon your analysis, your "funded" might be *4.5 FTEs, 75 dockets, and a performance target of 450 days*. You may also consider spending fewer resources where your knowledge of the goal has improved and you are able to achieve the target by working more efficiently.

FY 99 "Unfunded": After your analysis of priorities and performance and you have documented the tradeoffs necessary to best meet the Command goals within your allocated FTEs, this column represents the number of additional FTEs you require to achieve the Command goals. Although baseline and funded FTEs may not be available by every performance goal, unfunded FTEs must be defined against each performance goal that shows a performance and FTE shortfall. In all cases where you have unfunded requirements your performance contract must also be supported with a Business Case. Districts should forward CAO FTE realignment notification when the realignment was accommodated within the RUC Ground Rules. Districts should forward CAO FTE realignment proposals and supporting CAO Business Cases for adjustments that cannot be accommodated within the RUC Ground Rules. Supporting CAO Business Cases are also required for any District summary FTE requirement.

Total FTEs Requested: Sum of "FY 99 Funded" and "FY 99 Unfunded" columns.

Negotiations/Approvals: The approved number will be the result of negotiations regarding performance and resources between Districts and CAOs, and District and DCMC HQ. The analysis of the performance contract will be performed by budget, operations, and customer support personnel. Recommendations will be presented to the BPT and RUC for final decisions

to realign resources to accommodate Command priorities. Once final approval has been obtained, Districts will be notified by approval of the RUC minutes, and Districts should notify the affected CAOs in writing within 10 days from receipt of the minutes. FMRs and MMRs will reflect the negotiated performance targets.